

# MEDICAL OFFICE SUPPORT

A student who has completed the Job Corps Medical Office Support program is equipped with the skills to contribute to the workplace as a valued employee from day one. Competence in academic and vocational skills is required for graduation. In addition, Job Corps students learn employability and technological skills. To complete his or her Medical Office Support training, a student must master skills in these categories:

## **SAFETY**

Demonstrate the procedure for aseptic handwashing and the ability to describe standard precautions; list the general rules of health care facility safety; list general fire safety rules and procedures; explain the code systems for major emergencies; prepare an accident report.

## **SKILLS**

Understand the various job functions in the medical records department; explain the reasons for maintaining a medical record; describe methods for tracking the location of medical records; list procedures for retrieving physician's records; understand the use of deficiency slips; understand the Physicians' Incomplete Area and the letters produced for incomplete medical records.

## **ASSEMBLING AND PROCESSING MEDICAL RECORDS**

Demonstrate the ability to list the components of medical record forms and their purposes; assemble medical records according to the form order sheet; explain the purpose of the Master Patient Index and demonstrate procedures for updating and correcting MPI errors; describe methods for locating misfiles; demonstrate the ability to properly maintain a medical record; understand the admission and discharge process; demonstrate the ability to scan medical records.

## **MEDICAL TERMINOLOGY**

Demonstrate the correct spelling of medical terms and correct use of common medical abbreviations; understand the basic work structure of medical terms and the use of suffixes and prefixes in medical terminology; use terminology in medical specialties.

## **CLASSIFICATION SYSTEMS**

Understand the principles of the ICD-9-CM, CPT-4, ICD major categories of illness, DMN-III-R and Multiaxial Evaluation System.

## **COMPUTER SKILLS AND PROCEDURES**

Demonstrate the ability to use DOS commands and word processing.

## **FILE MANAGEMENT**

Demonstrate the ability to use the following numbering and filing methods: alphabetic, numeric, terminal digits, color coding, serial number, subject, tickler and unit record.